

Persons to Create for Your Organization

Every organization should have a minimum number of people and positions defined in the Security Module. This allows the easy creation of Notification Groups for emergency messages and gives you more control over who gets notified of different events. Your Facility Point of Contact can create these persons and positions.

Here's what we suggest for hospitals:

1. Persons should be assigned the following minimum Positions defined:
 - a. CEO
 - b. Emergency Preparedness Coordinator
 - c. Facility Point of Contact
 - d. LERN Point of Contact (for Tier 1 hospitals)
 - e. LERN Referral Coordinator (for Tier 1 hospitals)
 - f. Director of Nursing and/or Chief Nursing Officer (even if these are not quite the position names in your facility)
 - g. House Supervisor
 - h. ED Nurse Director
 - i. Director of Plant Operations
 - j. ED Communication Desk
 - k. You give a person multiple titles, and you can give multiple people the same title
 - l. You can create position-based "persons" and give them these titles
2. For "position-based" persons such as "House Supervisor" or "ED Communication Desk", you must assign working telephone numbers and/or email addresses if none exist for these positions. Again, the purpose is to give everyone the ability to target emergency messages to those that need to know in your facility. This will ensure that the scrolling notifications in Resource Management views are visible in your ED.

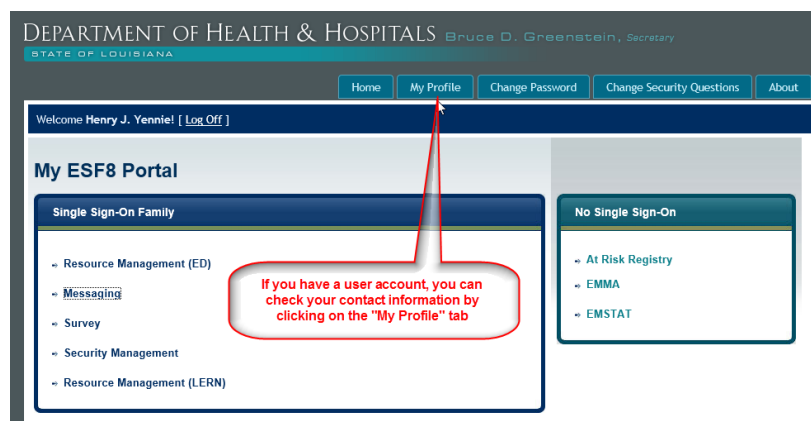
When you create a “position-based” person, DO NOT put “generic” in the last name field. Persons with “generic” in the last name field (like the generic hospital accounts) do not appear in searches. We suggest using the name of the facility in the last name field.

You can download a guide to creating persons and users at [Creating a Person and User-v3](#). Again, if you need help in creating these Persons and positions, call your DRC or send an email to henry.yennie@la.gov and support@comtecinfo.com.

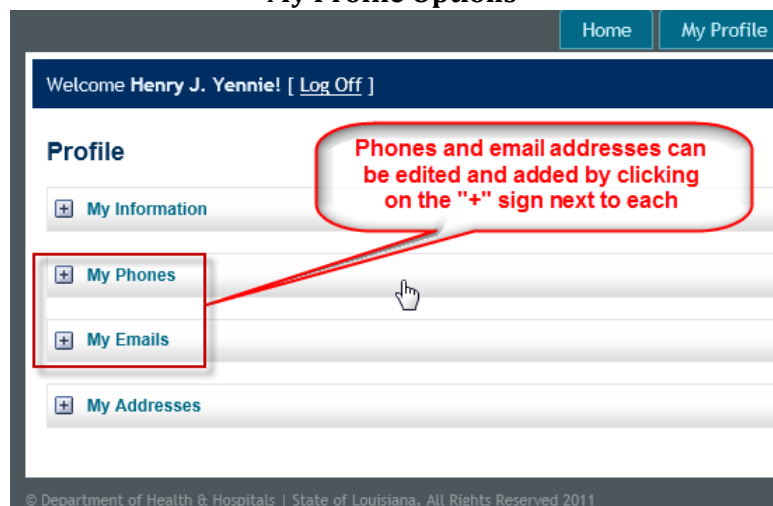
Reviewing Your Facility's Contacts

1. One of the bigger changes brought by the new ESF 8 portal is that the maintenance of facility contacts is no longer done in EMSTAT. Facility contact information is now maintained by the user in the "My Profile" section of the portal page or by the Facility Point of Contact in the Security module.
 - a. **Users** can check their contact information in the "My Profile" section of the Portal home page

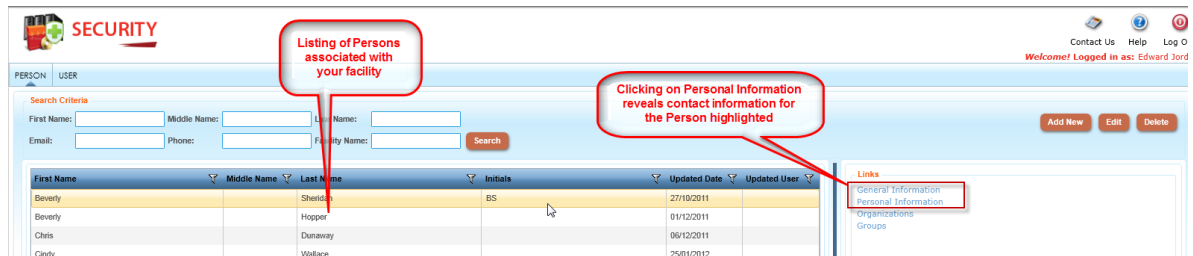
From the Portal Home Page



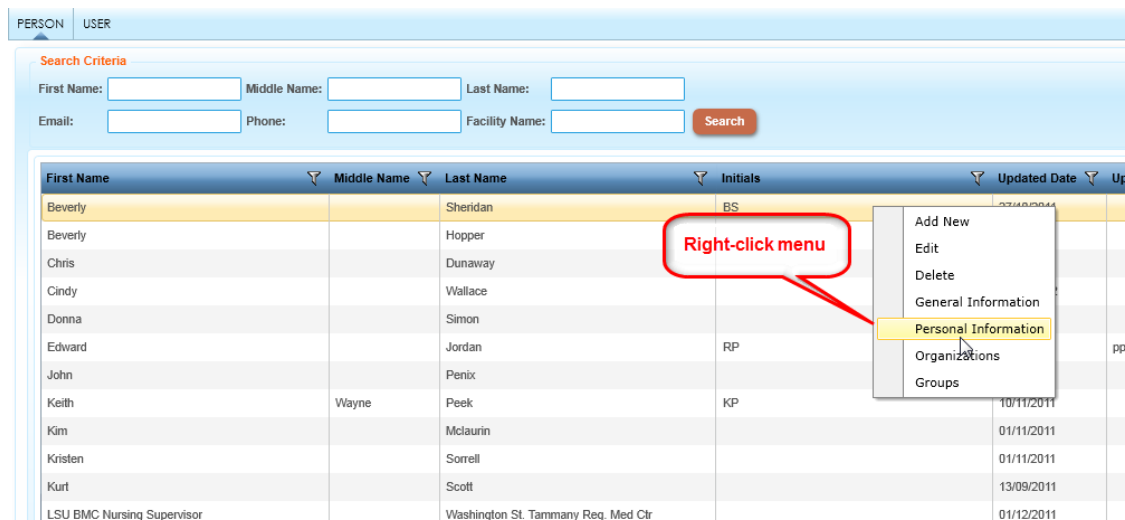
My Profile Options



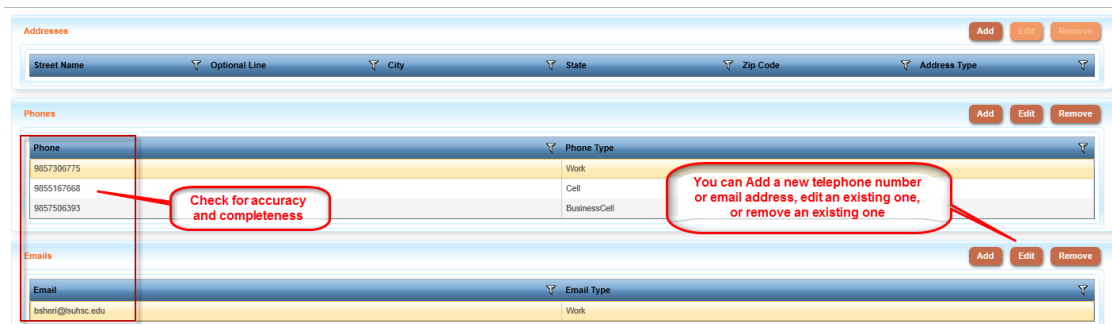
2. The Facility Point of Contact or any other User with access to the Security module can maintain contact information for all persons associated to the facility. When you enter the Security module, you see a listing of persons associated with your facility:



3. To check the contact information for a person, select them by clicking once and:
 - a. Double-click to edit
 - b. Right-click and choose Personal Information
 - c. Click the Edit button at the top right



4. Clicking on “Personal Information” reveals the contact information for that Person:

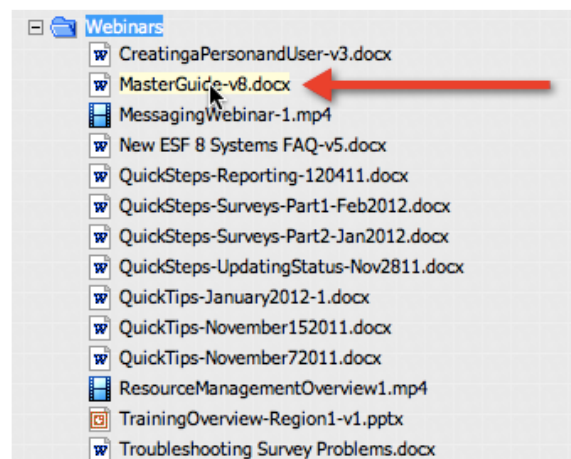


Phone	Phone Type	
9057306775	Work	
9055167668	Cell	
9057506393	Business/Cell	

- a. From this view, you can add, edit, or remove contact information.
5. Checking this for every person associated with your facility ensures that notifications and messages can get to the right people when needed during incidents and events.

Please refer to the “MasterGuide-v8” document available for download at this site:

<https://backup.filesanywhere.com/fs/v.aspx?v=8b726b875f5f74af9ea7>



This document contains valuable tips on what types of Position Titles need to be associated with Persons at your facility, how to ensure that each Person has the right contact information, and others.














SECTION 4: RESOURCE MANAGEMENT

Updating Your Hospital's Status

1. Login to the ESF 8 Portal application. If you have rights to edit the status of your hospital's resources, you will see either Resource Management (ED) or Resource Management (LERN) in your single sign-on box. Click on the appropriate link.
2. Once you click on the right Resource Management link, the screen will open up to the dashboard view for Tier 1 Hospitals in your region (known as the ESF 8→ED view):

ED - State Wide

Refreshed On: 11/29/2011 3:25:40 PM

	Region 9	Tier	Decon Team Available	Ops Status	ED Status	ED Wait Time	M/S Holds	Tele Holds	ICU Holds	Psych Holds	Additional Hospital Holds	Comments
	Hood Memorial Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
	Lakeview Regional Medical Center	1	YES	OPEN	OPEN	GREEN	0	0	0	1	0	
	Lallie Kemp Medical Center	1	--	--	--	--	--	--	--	--	--	
	Louisiana Medical Center and Heart Hospital, LLC	1	NO	OPEN	OPEN	GREEN	0	0	0	0	0	no peds, no ob, no psych services, no gastro, no urology, no vascular today
	North Oaks Medical Center	1	--	--	--	--	--	--	--	--	--	
	Ochsner Medical Center - Northshore	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
	Riverside Medical Center	1	--	--	--	--	--	--	--	--	--	
	Slidell Memorial Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	1	0	NO NEUROSURGERY AVAILABLE
	St. Helena Parish Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
	St. Tammany Parish Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
	Washington St. Tammany Reg. Med Ctr	1	--	--	--	--	--	--	--	--	--	

This pencil icon indicates you have rights to edit the status of this hospital

- a. As noted, there will be a pencil icon next to your hospital's name indicating that you have rights to edit the status cells in this view.
 - b. If there is no icon, talk to your supervisor or the hospital's Facility Point of Contact to get the necessary permissions.
3. You have two options for updating the hospital's status:
 - a. Click the pencil icon, or
 - b. Double-click inside any one of the cells which you want to update.

- Clicking the pencil icon opens up another page that allows you to edit all status items at once:

Washington St. Tammany Reg. Med Ctr

Decon Team Available

Statuses
☐ Yes ☐ No

Comment

Ops Status

Statuses
☐ Evacuation-Full ☐ Closed
☐ Evacuation-Partial ☐ Open
☐ Partially Closed

Comment

ED Status

Statuses
☐ Evacuation-Partial ☐ Evacuation-Full
☐ Limited Diversion ☐ Closed
☐ Open

Comment

ED Wait Time

Statuses
☐ Default 1 ☐ Yellow ☐ Purple
☐ Red ☐ Black ☐ Green

Comment

M/S Holds

Value

Comment

Tele Holds

Value

Comment

ICU Holds

Value

Comment

Psych Holds

Value

Comment

Additional Hospital Holds

Value

Comment

Facility Comment

Comment

- You can update any or all of the items as needed. Once you've completed the update, click the "Save" button and your changes will be reflected in the dashboard view.

ED - State Wide

Refreshed On: 11/29/2011 3:45:04 PM

	Region 9	Tier	Decon Team Available	Ops Status	ED Status	ED Wait Time	M/S Holds	Tele Holds	ICU Holds	Psych Holds	Additional Hospital Holds	Comments
<input type="checkbox"/>	Hood Memorial Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
<input type="checkbox"/>	Lakeview Regional Medical Center	1	YES	OPEN	OPEN	GREEN	0	0	0	1	0	
<input type="checkbox"/>	Lallie Kemp Medical Center	1	--	--	--	--	--	--	--	--	--	
<input type="checkbox"/>	Louisiana Medical Center and Heart Hospital, LLC	1	NO	OPEN	OPEN	GREEN	0	0	0	0	0	no peds, no ob, no psych services, no gastro, no urology, no vascular today
<input type="checkbox"/>	North Oaks Medical Center	1	--	--	--	--	--	--	--	--	--	
<input type="checkbox"/>	Ochsner Medical Center - Northshore	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
<input type="checkbox"/>	Riverside Medical Center	1	--	--	--	--	--	--	--	--	--	
<input type="checkbox"/>	Slidell Memorial Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	1	0	NO NEUROSURGERY AVAILABLE
<input type="checkbox"/>	St. Helena Parish Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
<input type="checkbox"/>	St. Tammany Parish Hospital	1	YES	OPEN	OPEN	GREEN	0	0	0	0	0	
<input type="checkbox"/>	Washington St. Tammany Reg. Med Ctr	1	YES	OPEN	OPEN	GREEN	1	1	3	5	0	All operations normal

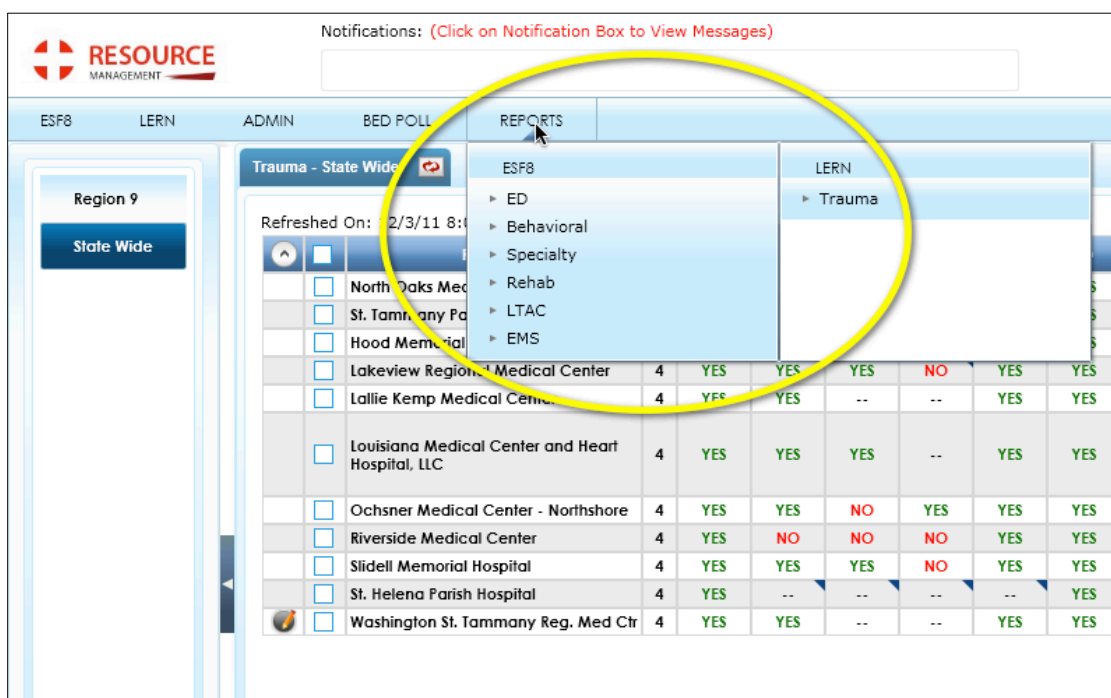
Status changes reflected with comments

- Double-clicking inside one of the cells opens that cell up for editing:

Running a Report in Resource Management

One of the more useful features of the new ESF 8 system is the ease with which you can run reports about your facility's activities. In this Quick Step, we'll look at how to produce a report in the Resource Management application. Many of the steps outlined are applicable in all of the reporting sections of each ESF 8 module.

1. After logging in and navigating to the Resource Management module, you have access to Reports regardless of which view you choose. In this example we will start from the LERN view.

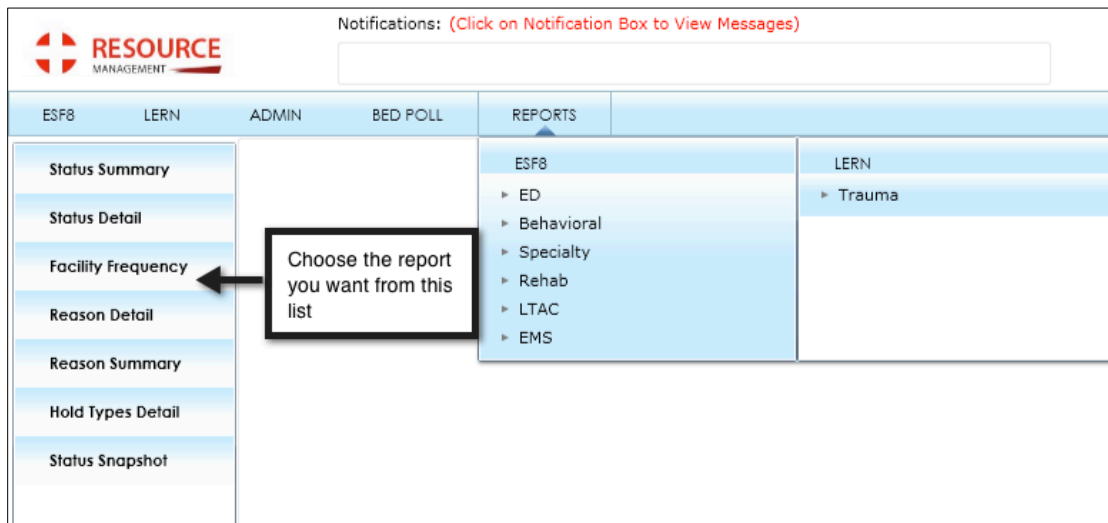


The screenshot shows the ESF-8 Resource Management application interface. The top navigation bar includes tabs for ESF8, LERN, ADMIN, BED POLL, and REPORTS. The REPORTS tab is selected, and a dropdown menu is open, showing options for ESF8 (ED, Behavioral, Specialty, Rehab, LTAC, EMS) and LERN (Trauma). A yellow circle highlights the REPORTS tab and its dropdown menu. The main content area displays a table of data for various medical facilities, with columns for facility name, count, and various status indicators (YES, NO, --).

Facility	Count	ESF8	Behavioral	Specialty	Rehab	LTAC	EMS
North Oaks Medical Center	4	YES	YES	YES	NO	YES	YES
St. Tammany Parish Medical Center	4	YES	YES	--	--	YES	YES
Hood Memorial Hospital	4	YES	YES	YES	--	YES	YES
Louisiana Medical Center and Heart Hospital, LLC	4	YES	YES	NO	YES	YES	YES
Ochsner Medical Center - Northshore	4	YES	NO	NO	NO	YES	YES
Riverside Medical Center	4	YES	YES	YES	NO	YES	YES
Slidell Memorial Hospital	4	YES	--	--	--	--	YES
St. Helena Parish Hospital	4	YES	YES	--	--	YES	YES
Washington St. Tammany Reg. Med Ctr	4	YES	YES	--	--	YES	YES

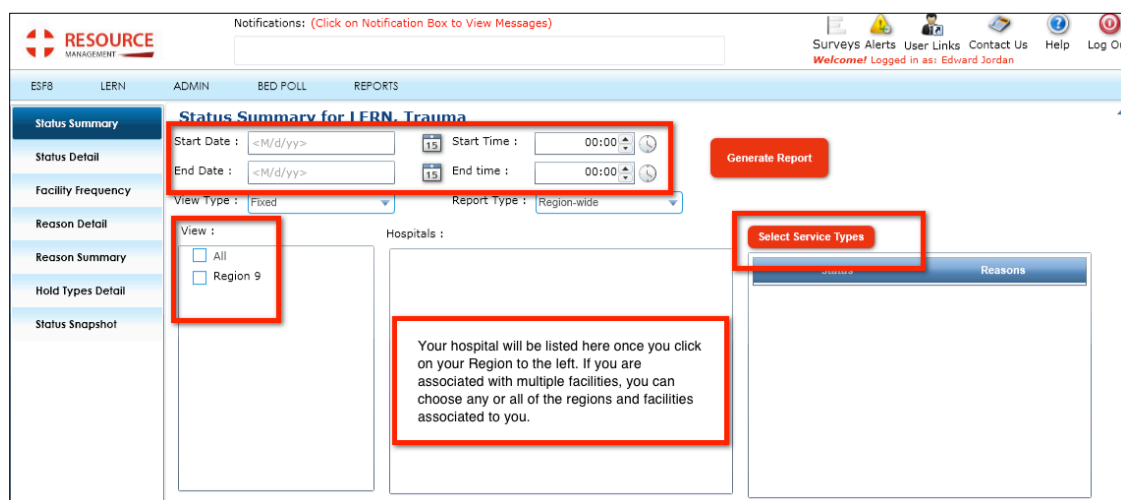
2. Since we are interested in running a report about LERN status items, we'll choose LERN Trauma to start with.

- After clicking on Trauma, you will be presented with the following screen. You choose what report you want to run by clicking on the button on the left side of the screen:



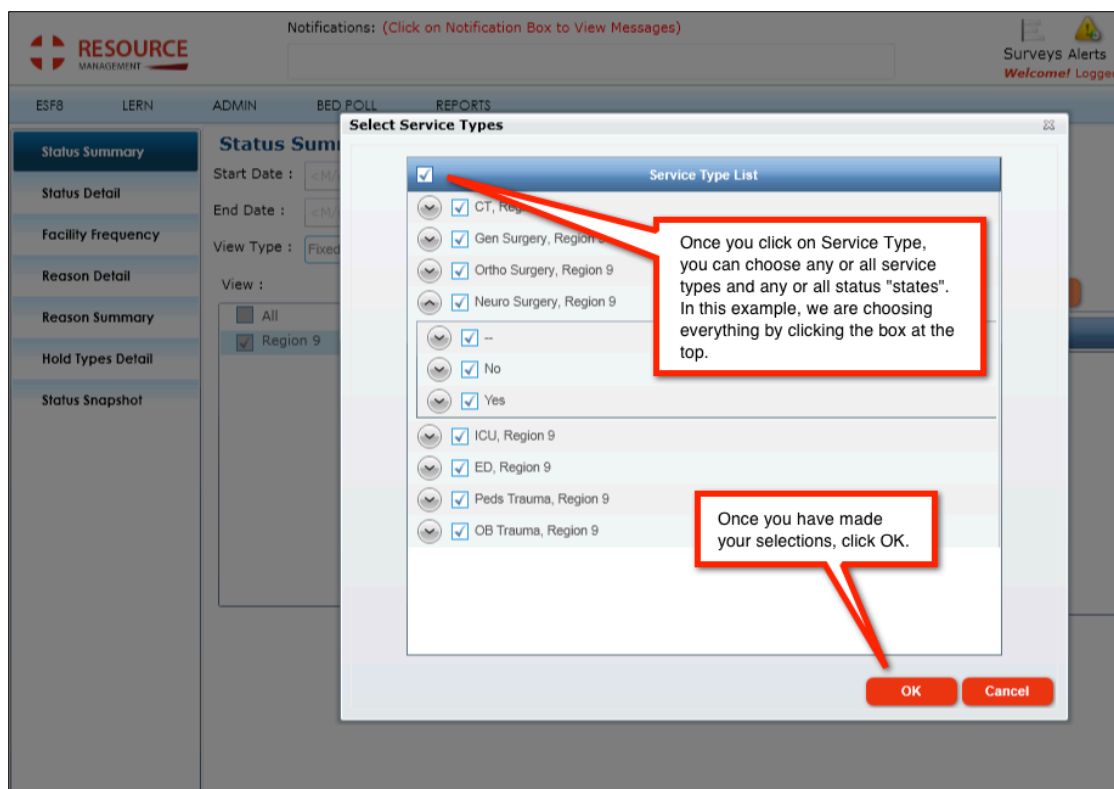
The screenshot shows the RESOURCE MANAGEMENT interface. At the top, there is a notification bar that says "Notifications: (Click on Notification Box to View Messages)". Below this is a navigation bar with tabs: ESF8, LERN, ADMIN, BED POLL, and REPORTS. The REPORTS tab is selected, and a dropdown menu is open, showing options: ED, Behavioral, Specialty, Rehab, LTAC, and EMS. On the left side of the screen, there is a sidebar with a list of report types: Status Summary, Status Detail, Facility Frequency, Reason Detail, Reason Summary, Hold Types Detail, and Status Snapshot. A black box with a white arrow points to the Facility Frequency option, with the text "Choose the report you want from this list" inside.

- Once you choose your report, you will be presented with dialogue boxes that allow you to set your report criteria. You can set the date and time ranges you want along with the exact service and status condition. You will note that you can only report on those hospitals to which you are associated.

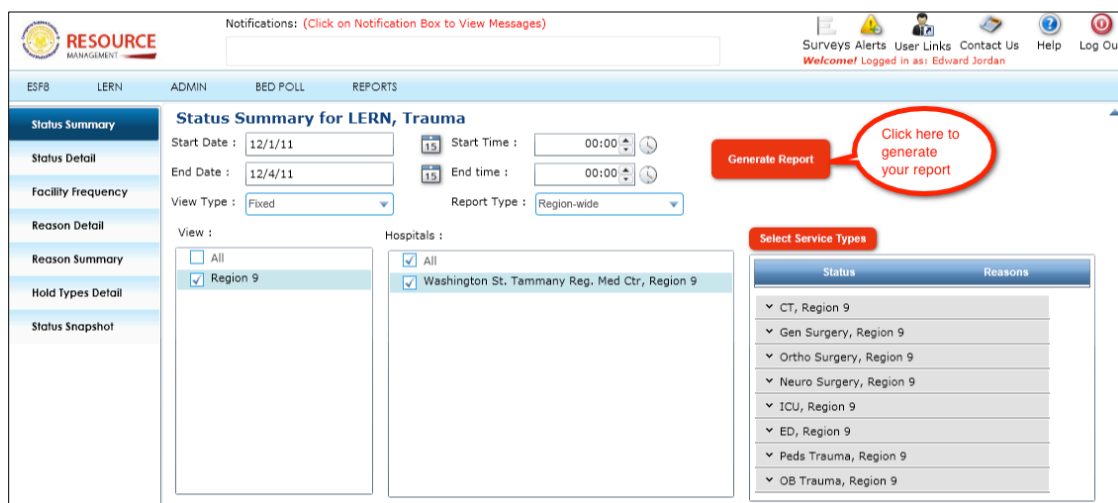


The screenshot shows the RESOURCE MANAGEMENT interface with the "Status Summary for LERN Trauma" report selected. The interface includes a navigation bar with tabs: ESF8, LERN, ADMIN, BED POLL, and REPORTS. The REPORTS tab is selected, and the "Status Summary" report is chosen. The main content area displays the report criteria settings. A red box highlights the "Start Date" and "End Date" fields, which are set to "<M/d/yy>". Another red box highlights the "Start Time" and "End Time" fields, which are set to "00:00". A third red box highlights the "View Type" dropdown, which is set to "Fixed". A fourth red box highlights the "Report Type" dropdown, which is set to "Region-wide". A fifth red box highlights the "View" section, which has checkboxes for "All" and "Region 9". A sixth red box highlights the "Hospitals" section, which contains a text box with the message: "Your hospital will be listed here once you click on your Region to the left. If you are associated with multiple facilities, you can choose any or all of the regions and facilities associated to you." A red box also highlights the "Select Service Types" button. The "Generate Report" button is also visible.

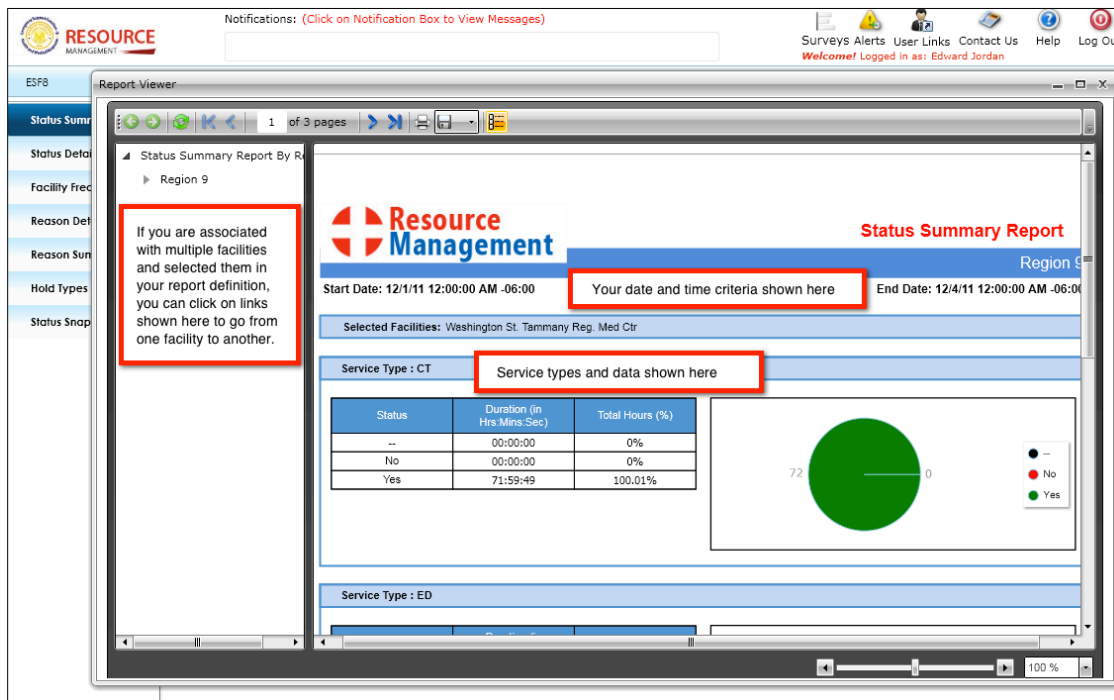
5. Once you have selected your hospital, click the Select Service Types button:



6. Once you've selected your service types, you are now ready to generate your report by clicking the "Generate Report" button:



7. Your report will open in a new window displaying the results of your selections:



Resource Management

Status Summary Report

Start Date: 12/1/11 12:00:00 AM -06:00 End Date: 12/4/11 12:00:00 AM -06:00

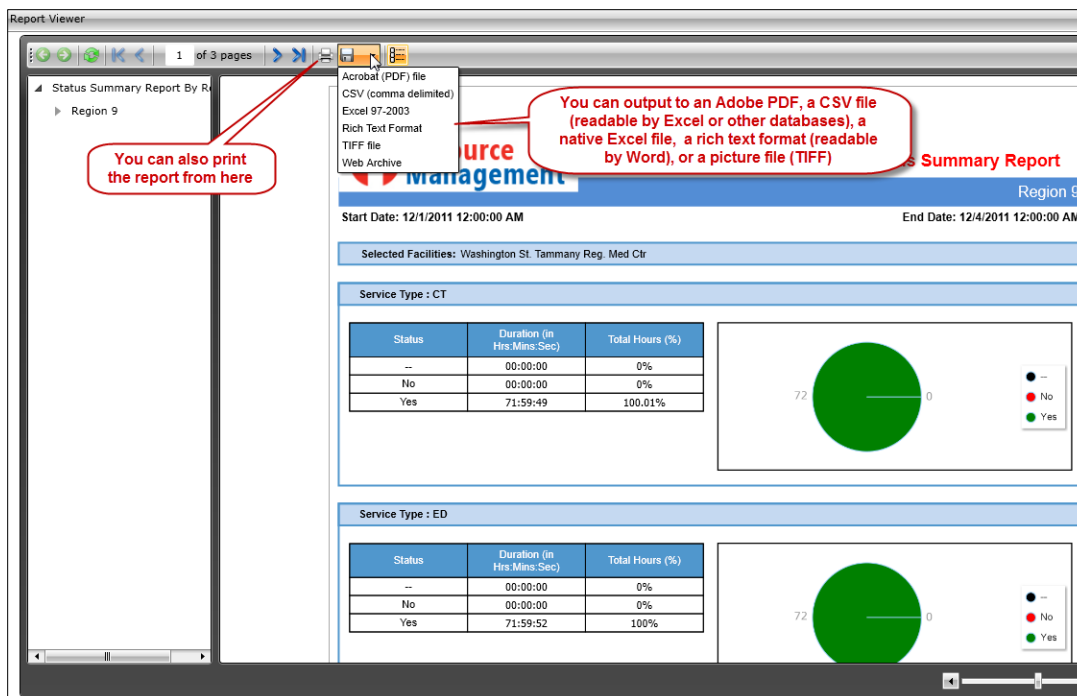
Selected Facilities: Washington St. Tammany Reg. Med Ctr

Service Type : CT

Status	Duration (in Hrs.Mins.Sec)	Total Hours (%)
--	00:00:00	0%
No	00:00:00	0%
Yes	71:59:49	100.01%

Service Type : ED

8. Once you have generated your report, you have several output options from the reporting window:



Resource Management

Status Summary Report

Start Date: 12/1/2011 12:00:00 AM End Date: 12/4/2011 12:00:00 AM

Selected Facilities: Washington St. Tammany Reg. Med Ctr

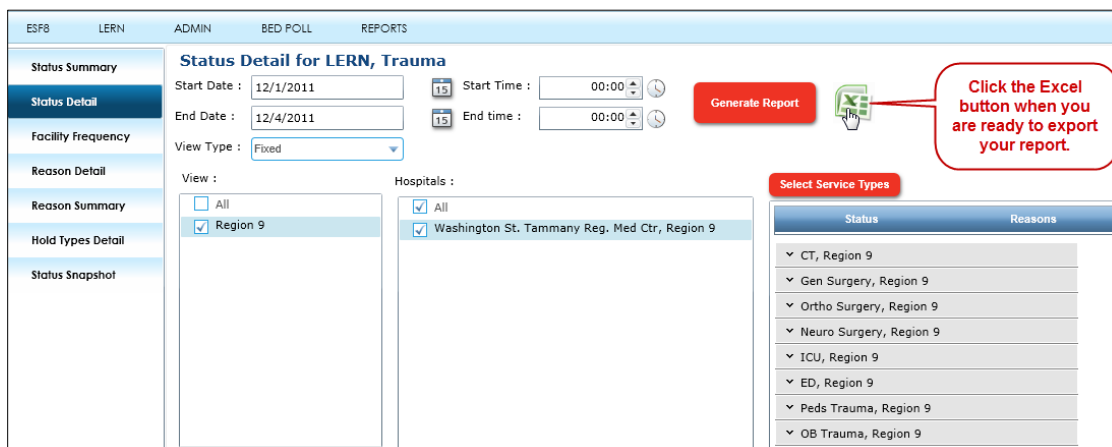
Service Type : CT

Status	Duration (in Hrs.Mins.Sec)	Total Hours (%)
--	00:00:00	0%
No	00:00:00	0%
Yes	71:59:49	100.01%

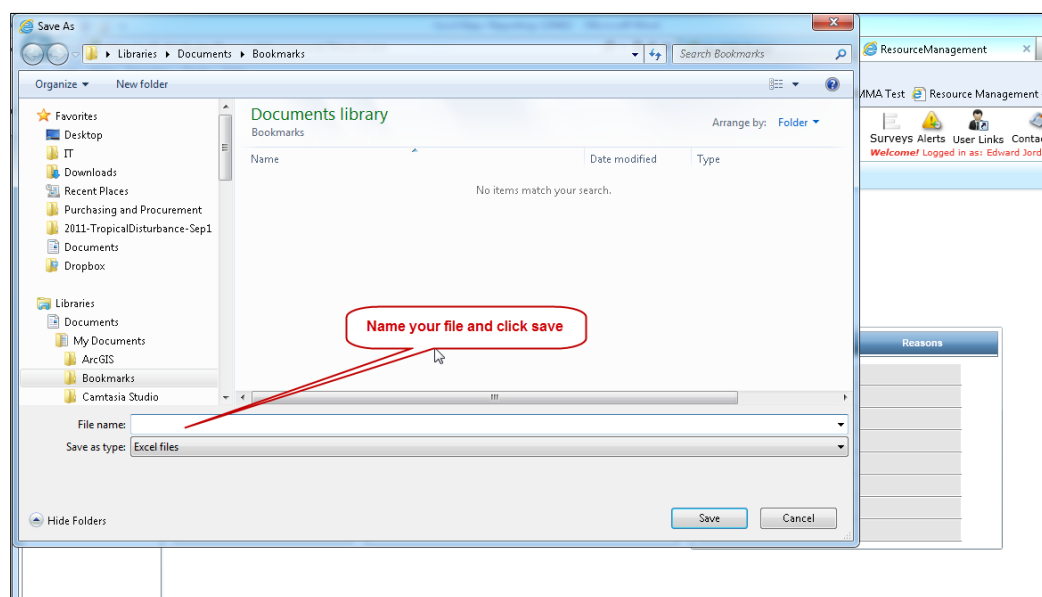
Service Type : ED

Status	Duration (in Hrs.Mins.Sec)	Total Hours (%)
--	00:00:00	0%
No	00:00:00	0%
Yes	71:59:52	100%

9. If you would rather have your data in a flat file from which you can make your own charts and pivot tables, you can select the Status Detail report. Selecting this report will save your region and hospital selection, but you will have to re-select your Service items. Once you've completed this step, you can click the Excel button.



10. When clicked, you will be asked to save your file. Pick a location and click Save.



11. Once saved, you can open your report in Excel and create your own summaries, charts and pivot tables.
12. In any report, in any module, if you see the Excel button on the Report page, you can export your data in this format.
13. The reports module works the same way regardless of your view or whether you are in Messaging or Resource Management
14. We will continue to increase the number of report options available in the near term.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Facility Name	Region	Parish	Tier	Service Type	Status	Start Date	End Date				
2	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	CT	Yes	12/1/2011 12:00:00 AM	12/1/2011 4:06:53 AM				
3	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	CT	Yes	12/1/2011 4:06:54 AM	12/1/2011 3:58:44 PM				
4	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	CT	Yes	12/1/2011 3:58:54 PM	12/4/2011 12:00:00 AM				
5	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	ED	Yes	12/1/2011 4:06:54 AM	12/1/2011 3:58:48 PM				
6	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	ED	Yes	12/1/2011 12:00:00 AM	12/1/2011 4:06:54 AM				
7	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	ED	Yes	12/1/2011 3:58:56 PM	12/4/2011 12:00:00 AM				
8	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	Gen Surgery	Yes	12/1/2011 12:00:00 AM	12/1/2011 4:06:53 AM				
9	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	Gen Surgery	Yes	12/1/2011 4:06:54 AM	12/1/2011 3:58:45 PM				
10	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	Gen Surgery	Yes	12/1/2011 3:58:55 PM	12/4/2011 12:00:00 AM				
11	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	ICU	Yes	12/1/2011 12:00:00 AM	12/1/2011 4:06:54 AM				
12	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	ICU	Yes	12/1/2011 4:06:54 AM	12/1/2011 3:58:46 PM				
13	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	ICU	Yes	12/1/2011 3:58:56 PM	12/4/2011 12:00:00 AM				
14	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	Neuro Surgery	--	12/1/2011 4:06:54 AM	12/1/2011 3:58:46 PM				
15	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	Neuro Surgery	--	12/1/2011 12:00:00 AM	12/1/2011 4:06:54 AM				
16	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	Neuro Surgery	--	12/1/2011 3:58:56 PM	12/4/2011 12:00:00 AM				
17	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	OB Trauma	--	12/1/2011 4:06:54 AM	12/1/2011 3:58:49 PM				
18	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	OB Trauma	--	12/1/2011 12:00:00 AM	12/1/2011 4:06:54 AM				
19	Washington St. Tammany Reg. Med Ctr	Region 9	Washington	4	OB Trauma	--	12/1/2011 3:58:57 PM	12/4/2011 12:00:00 AM				

Your data is now
in a flat file
suitable for more
in-depth analysis

Quickstep: What the Different Reports Mean

Report Name	Content
Status Summary	For the date and time period selected, this report shows the number of hours and percent of total the facility had a particular status, by Service Type. This report has two “modes”: region-wide and facility-wide. The Region-Wide mode aggregates all data for facilities in the region. The Facility Wide mode shows only data for your facility. Running both allows you to compare your facility to the Region as a whole.
Status Detail	<p>This report organizes the data from the Status Summary in more detail, giving the duration of each status, by Service Type, for the time/date period chosen. Each Service Type is a separate page.</p> <p>It shows the start date/time for each status change, and it contains no data summaries or charts. It This report allows an export of raw data to Excel.</p>
Facility Frequency	This reports shows the number of times, summarized by date, the facility updated any status item.
Reason Detail	This report will allow you to select Service Types only if you have the reason feature enabled for a Service Type or a particular status. Reasons are structure lists of descriptors about a particular status. For example, the software could be configured to ask for a reason if a facility indicated its CT was unavailable. The reason is picked from a list defined by the region.
Reason Summary	This report is not functional at this time. Calculation issues are being addressed.
Hold Types Detail	This report lists the number of bed holds by type and the duration of each, in reverse chronological order. This report is available as an Excel flat file.
Status Snapshot	This report exports to Excel and shows by Service Type, the reason, comments and last update date in a tabular format. It also contains the facility name, region, parish and tier for multi-facility analysis. If the last update was several days before the date chosen, it will display that date.

Updating a Bed Poll

Purpose

The ability to gather hospital bed availability is a cornerstone of both the state's emergency management plan and participation in the federal Hospital Preparedness Program grant.

Prior to the Resource Management application, bed polls during emergencies were conducted using EMSTAT. Some regions used the Bed Poll function of EMResource on a daily basis outside of declared emergencies.

With the cessation of EMResource, bed polls can now be obtained in either EMSTAT or Resource Management. The database between these two applications for this function is the same. This integration allows the following:

1. Bed types chosen in EMSTAT are reflected in the Resource Management Bed Poll
2. Census reports given in either application are reflected in the other
 - a. In a declared event, a facility can give a census report in either EMSTAT or Resource Management

Protocol

The provision of a bed poll in Resource Management follows the same user interface practices as in regular status updates:

1. Clicking the “pencil” icon next to your facility name opens up your entire listing of bed types for editing
2. Double-clicking inside of a particular bed type cell opens that bed type up for editing

Based on user feedback, the display of the Bed Poll differs somewhat from that presented in EMSTAT. The Resource Management Bed Poll display uses a basic framework of the HHS bed type groupings:

- | | |
|---------------------|----------------------------|
| 1. Medical-Surgical | 5. Pediatric ICU |
| 2. Burn | 6. Negative Flow Isolation |
| 3. Pediatrics | 7. Operating Rooms |
| 4. Adult ICU | 8. Psychiatric |

The display in Resource Management differs from this basic HHS bed type organization and consists of the following:

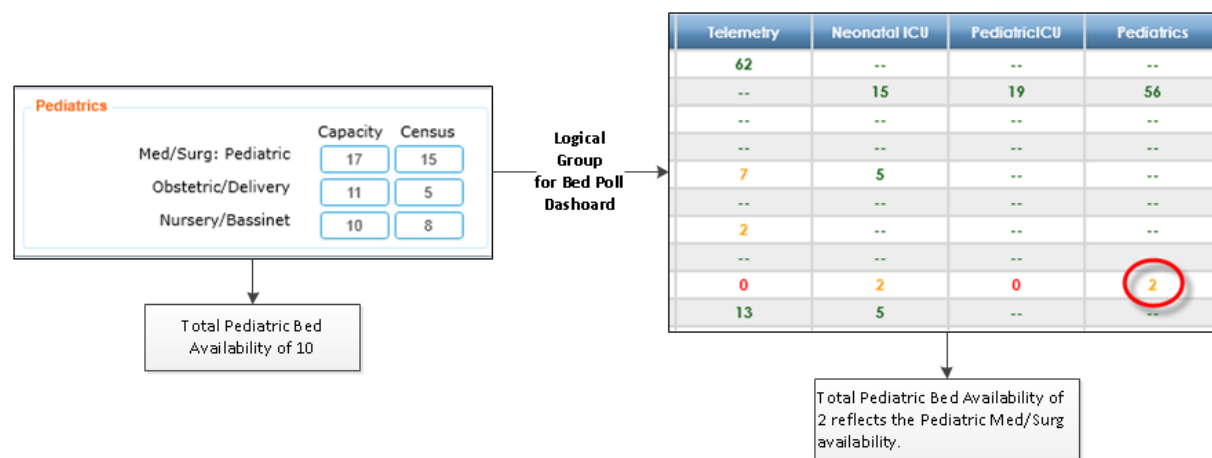
1. Adult ICU
2. Medical-Surgical
3. Telemetry
4. Neonatal ICU
5. Pediatric ICU
6. Pediatrics
7. Psychiatric
8. Negative Flow Isolation
9. Burn
10. Operating Rooms

Although the EMSTAT bed types chosen by a facility remain the same, the display on the Bed Poll dashboard follows these logical groupings:

1. Medical-Surgical displays only that bed type. Telemetry beds, contained in that bed type group, are displayed separately
2. Pediatric ICU and Neonatal ICU are displayed separately
3. The Pediatrics display shows only Pediatric Medical-Surgical bed data. Other bed types such as Obstetrics or Nursery/Bassinet are not displayed in the dashboard view.

These logical groupings provide a more useful display of the Bed Poll data.

The bottom line is that you report your bed availability data (staffed capacity and census) by the bed types you've chosen in EMSTAT, and the Bed Poll dashboard displays the logical groupings:

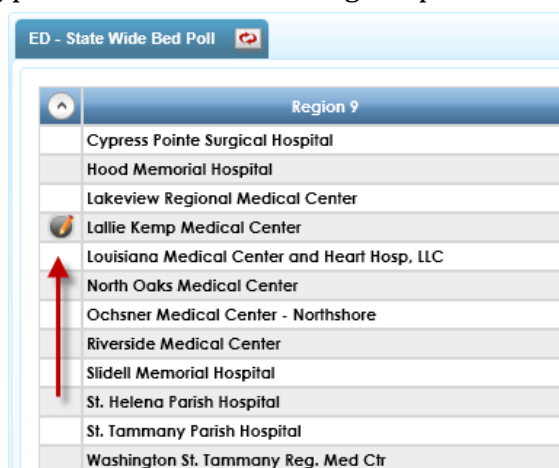


Updating the Bed Poll in Resource Management

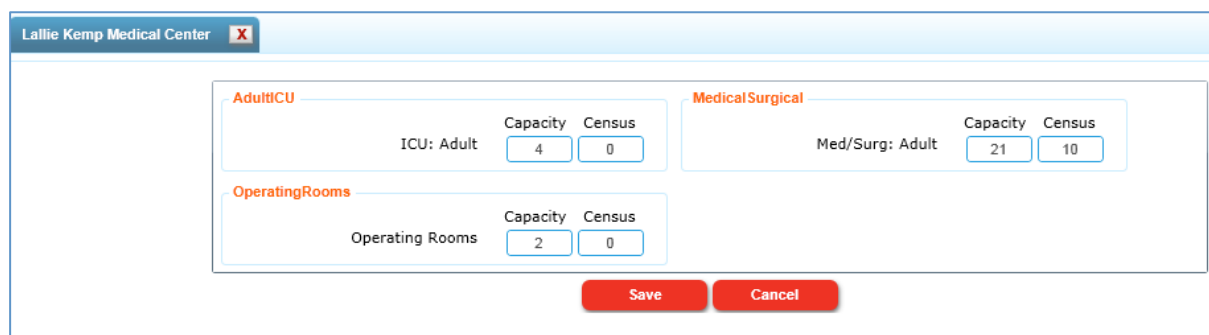
As mentioned earlier, the update process for Bed Polls follows the same user interface practices as in regular status updates:

1. Clicking the “pencil” icon next to your facility name opens up your entire listing of bed types for editing
2. Double-clicking inside of a particular bed type cell opens that bed type up for editing

Here’s a display of a typical user’s view showing the pencil icon:



Clicking on the icon opens up the entire bed type listing for editing:



Lallie Kemp Medical Center									
<div> <div> Adult ICU </div> <div> <table> <tr> <td>ICU: Adult</td> <td>Capacity</td> <td>Census</td> </tr> <tr> <td></td> <td><input type="text" value="4"/></td> <td><input type="text" value="0"/></td> </tr> </table> </div> </div>				ICU: Adult	Capacity	Census		<input type="text" value="4"/>	<input type="text" value="0"/>
ICU: Adult	Capacity	Census							
	<input type="text" value="4"/>	<input type="text" value="0"/>							
<div> <div> Medical Surgical </div> <div> <table> <tr> <td>Med/Surg: Adult</td> <td>Capacity</td> <td>Census</td> </tr> <tr> <td></td> <td><input type="text" value="21"/></td> <td><input type="text" value="10"/></td> </tr> </table> </div> </div>				Med/Surg: Adult	Capacity	Census		<input type="text" value="21"/>	<input type="text" value="10"/>
Med/Surg: Adult	Capacity	Census							
	<input type="text" value="21"/>	<input type="text" value="10"/>							
<div> <div> Operating Rooms </div> <div> <table> <tr> <td>Operating Rooms</td> <td>Capacity</td> <td>Census</td> </tr> <tr> <td></td> <td><input type="text" value="2"/></td> <td><input type="text" value="0"/></td> </tr> </table> </div> </div>				Operating Rooms	Capacity	Census		<input type="text" value="2"/>	<input type="text" value="0"/>
Operating Rooms	Capacity	Census							
	<input type="text" value="2"/>	<input type="text" value="0"/>							
<div> <div>Save</div> <div>Cancel</div> </div>									

When your edits are complete, click the “Save” button:

Lallie Kemp Medical Center X

AdultICU

ICU: Adult Capacity: Census:

MedicalSurgical

Med/Surg: Adult Capacity: Census:

OperatingRooms

Operating Rooms Capacity: Census:

Click the Save button →
Save
Cancel

The resulting dashboard display shows your edits along with the date and time the updates were entered:

Region 9	AdultICU	MedicalSurgical	Telemetry	Neonatal ICU	PediatricICU	Pediatrics	Psychiatric	NegativeFlowIsolation	Burn	OperatingRooms
Cypress Pointe Surgical Hospital	0	6	--	--	--	--	--	--	--	3
Hood Memorial Hospital	--	21	--	--	--	--	--	--	--	--
Lakeview Regional Medical Center	0	0	1	--	--	6	6	1	--	0
Lallie Kemp Medical Center	4	11	--	--	--	--	--	--	--	2
Louisiana Medical Center and Heart Hosp. LLC	9	0	10	--	--	--	--	4	--	1
North Oaks Medical Center	0	1	11	4	2	7	--	2	--	7
Ochsner Medical Center - Northshore	7	19	6	--	0	10	--	4	--	7
Riverside Medical Center	0	--	6	--	--	0	--	--	--	0
Slidell Memorial Hospital	2	28	12	--	--	9	--	0	--	6
St. Helena Parish Hospital	--	20	--	--	--	--	--	--	--	--
St. Tammany Parish Hospital	1	6	9	11	--	7	--	--	--	6
Washington St. Tammany Reg. Med Ctr	1	21	--	--	--	14	4	2	--	2

Double-clicking on any cell with a bed type chosen in EMSTAT gives the following edit window:

Lallie Kemp Medical Center X

MedicalSurgical

Med/Surg: Adult Capacity: Census:

We double-clicked on the MedicalSurgical cell in the dashboard display.

Save
Cancel

Once finished updating, click “Save” and the current date and time will show for that bed type cell.

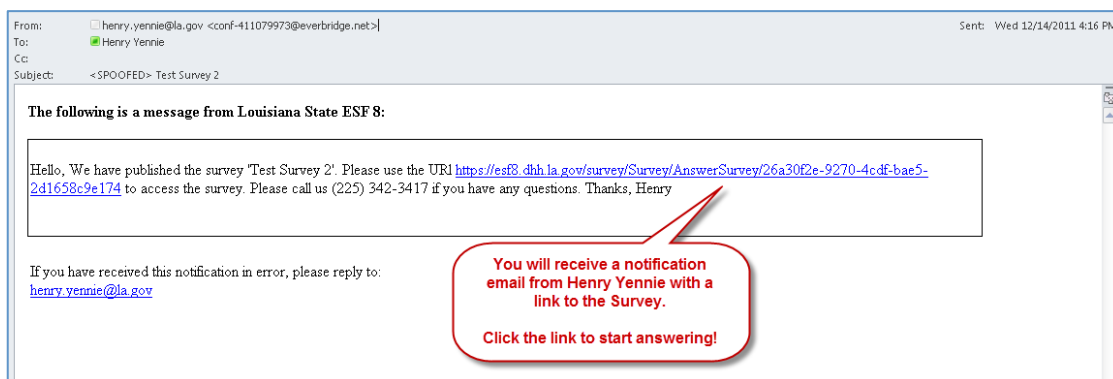


SECTION 5: SURVEYS

Responding to a Survey Request

1. ESF 8 now has a powerful survey tool that is integrated into the ESF 8 Portal. This new application has the following features:
 - a. It allows many users to create a survey and distribute it to others as their permissions and roles allow.
 - b. The survey application has powerful question and survey design tools so that very complex survey questions can easily be designed.
 - c. It is integrated with the Messaging application, which is used to distribute the notifications to end users.
 - i. The Notification is delivered via email and contains the link to start the survey.
 - d. Users can stop and start answering on longer surveys.
 - e. Other users in your facility can participate in providing answers to sections of a large survey.

2. The process starts with an email from the Messaging module:



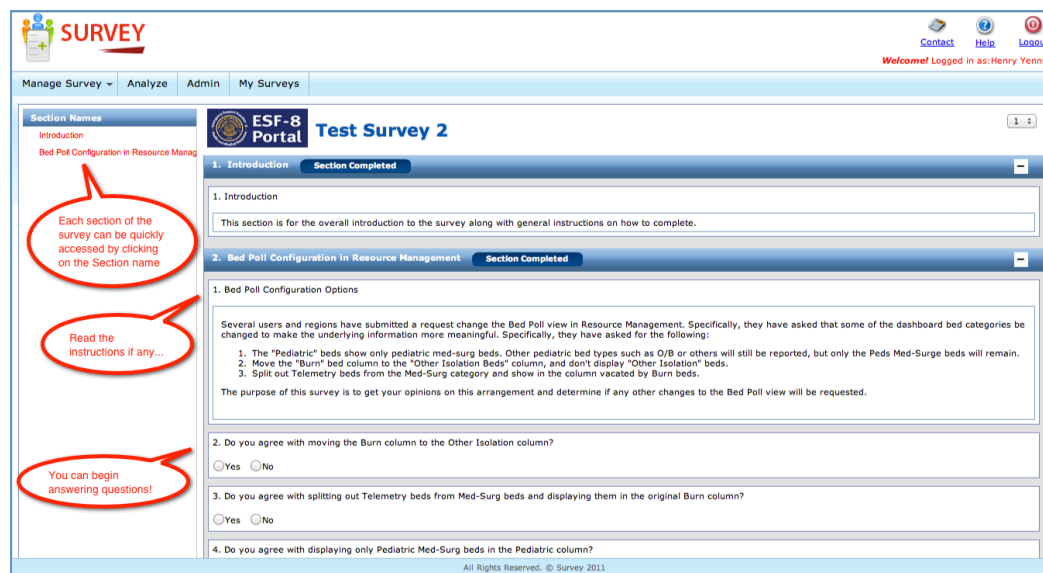
NOTE: If you did not receive an email and believe you should be completing the survey, talk to your Facility Point of Contact and request the following:

- Make sure that you have a user account
- Make sure that you have access to the Survey application as a Survey User.
- Once this is complete, you can have the link forwarded to you. When you click the link and login you will be associated with the survey.

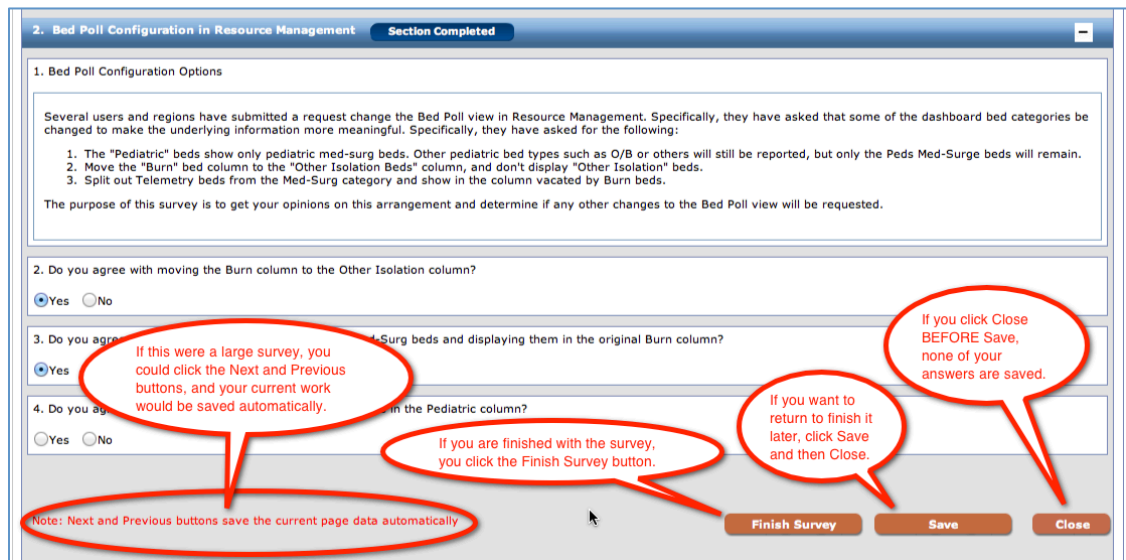
3. Clicking on the link in the email will bring you to the login screen for the ESF 8 portal:



- a. If you are already logged in to the Portal, you will be taken directly to the Survey page.
4. Once you click the link (and log in if necessary), you will be directed to the first page of the survey. Here you will probably find instructions on how to proceed along with the first section of the survey. You can also access this survey by logging in to the Survey application and clicking on My Surveys.



5. Once you start answering questions, you have several options:
 - a. You can click “Next” or “Previous” on large surveys. Your work on the current page of questions will automatically be saved.
 - b. You can click “Save” and then “Close” to exit the survey with your work in progress saved. When you re-open the survey, your answers will still be there.
 - c. You can click “Close”. This will close the survey and bring you back to a “My Surveys”, and your answers will be saved. When you re-open the survey, you can start in any section that is not completed.



2. Bed Poll Configuration in Resource Management Section Completed

1. Bed Poll Configuration Options

Several users and regions have submitted a request change the Bed Poll view in Resource Management. Specifically, they have asked that some of the dashboard bed categories be changed to make the underlying information more meaningful. Specifically, they have asked for the following:

1. The "Pediatric" beds show only pediatric med-surg beds. Other pediatric bed types such as O/B or others will still be reported, but only the Peds Med-Surge beds will remain.
2. Move the "Burn" bed column to the "Other Isolation Beds" column, and don't display "Other Isolation" beds.
3. Split out Telemetry beds from the Med-Surg category and show in the column vacated by Burn beds.

The purpose of this survey is to get your opinions on this arrangement and determine if any other changes to the Bed Poll view will be requested.

2. Do you agree with moving the Burn column to the Other Isolation column?
☒ Yes ☐ No

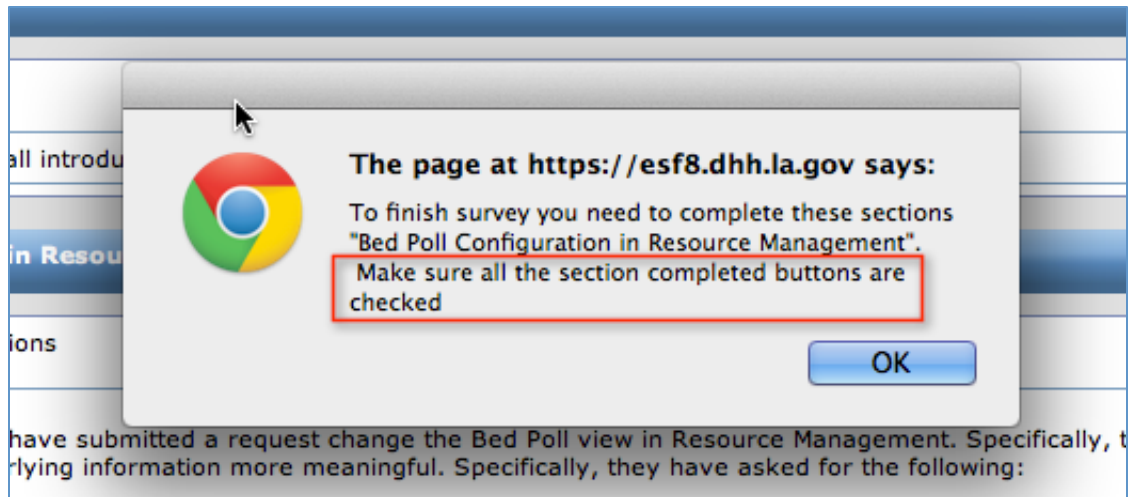
3. Do you agree with moving the Med-Surg beds and displaying them in the original Burn column?
☒ Yes ☐ No

4. Do you agree with moving the Telemetry beds to the Pediatric column?
☐ Yes ☐ No

Note: Next and Previous buttons save the current page data automatically

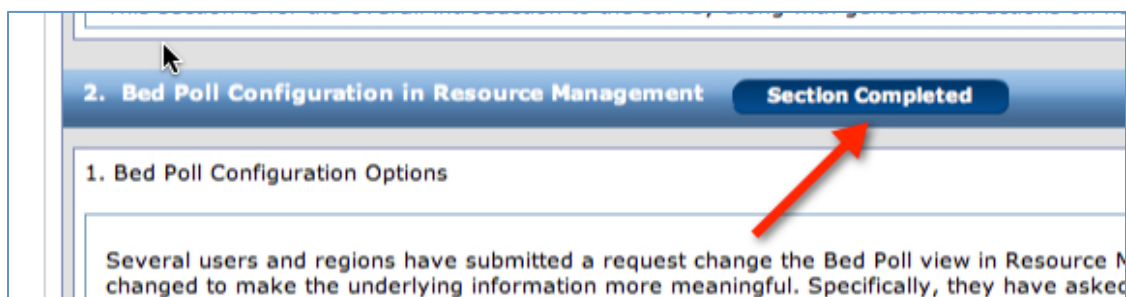
Finish Survey Save Close

- d. You can click “Finish”. However, if you have not clicked on “Section Complete” at the top of each section, you will get the following message:

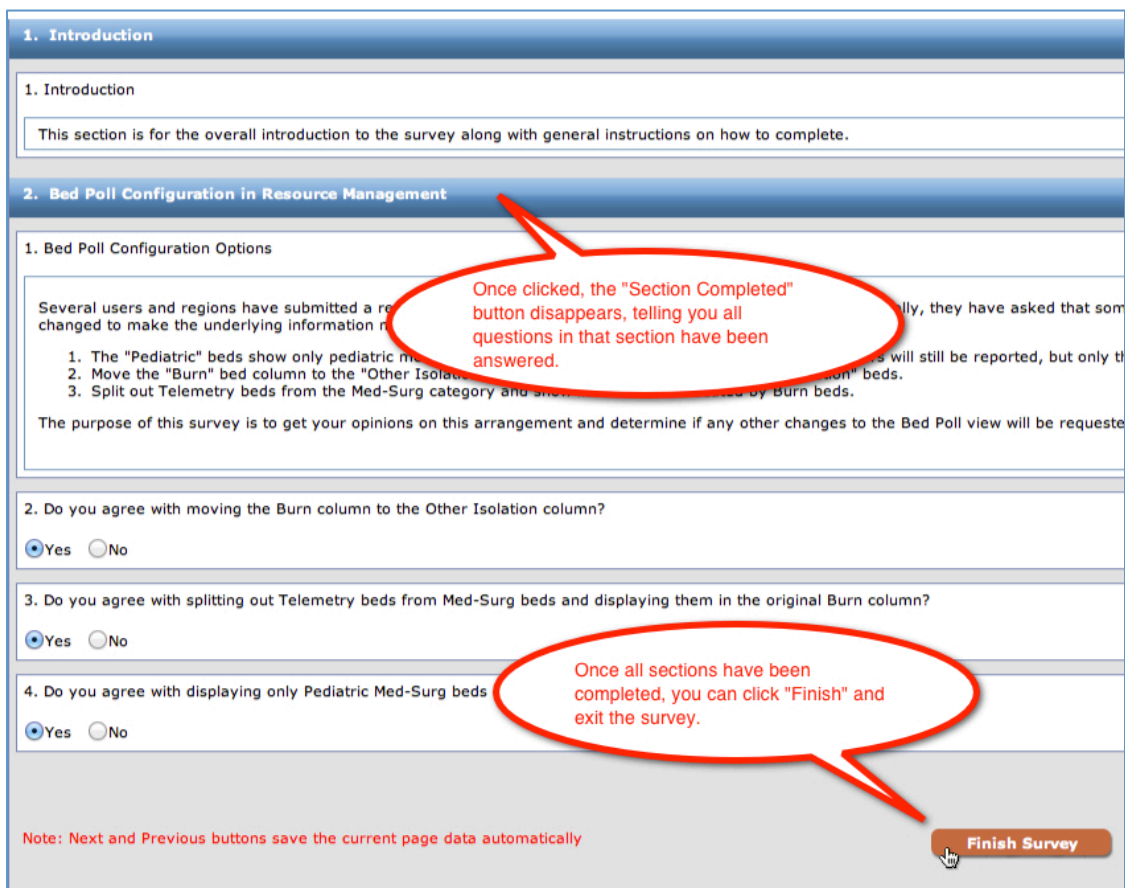


You may get a similar message if you try to complete a section without answering all of the questions.

6. Once you have completed answering the questions in a section, click the Section Completed button on the section bar:



7. Once this is done, you can click “Finish”:



1. Introduction

1. Introduction

This section is for the overall introduction to the survey along with general instructions on how to complete.

2. Bed Poll Configuration in Resource Management

1. Bed Poll Configuration Options

Several users and regions have submitted a request to change the underlying information n... they have asked that some... will still be reported, but only th... beds.

1. The "Pediatric" beds show only pediatric m...
2. Move the "Burn" bed column to the "Other Isolation" beds.
3. Split out Telemetry beds from the Med-Surg category and show... by Burn beds.

The purpose of this survey is to get your opinions on this arrangement and determine if any other changes to the Bed Poll view will be requested.

2. Do you agree with moving the Burn column to the Other Isolation column?

☒ Yes ☐ No

3. Do you agree with splitting out Telemetry beds from Med-Surg beds and displaying them in the original Burn column?

☒ Yes ☐ No

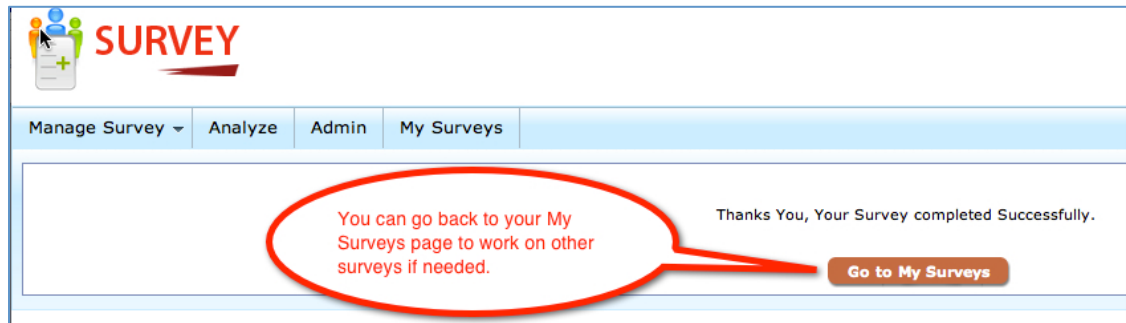
4. Do you agree with displaying only Pediatric Med-Surg beds?

☒ Yes ☐ No

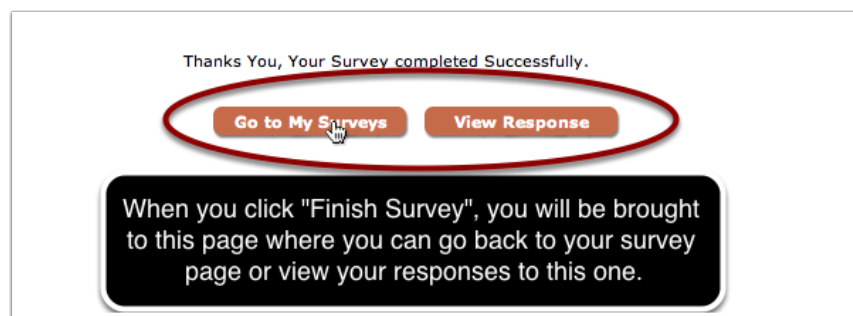
Note: Next and Previous buttons save the current page data automatically

Finish Survey

8. “Finish” will bring you to a confirmation page indicating whether or not your survey completed successfully. You can then click the “Go to My Surveys” button to work on other surveys or log out of the application.

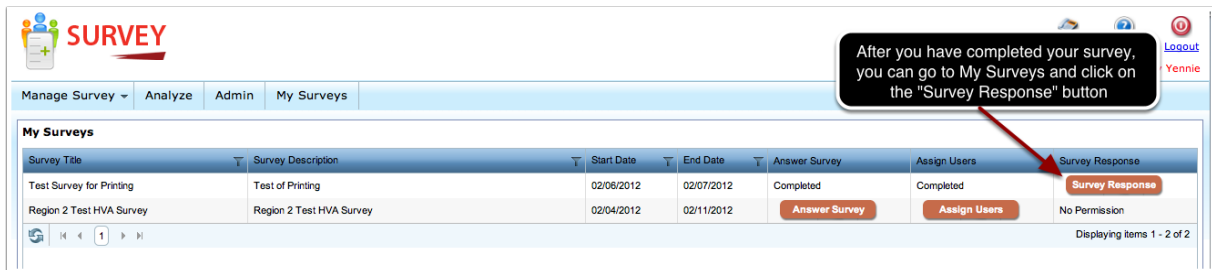


9. When you click “Finish Survey”, you will be brought to a page where you can go back to your “My Surveys” page or review your responses.

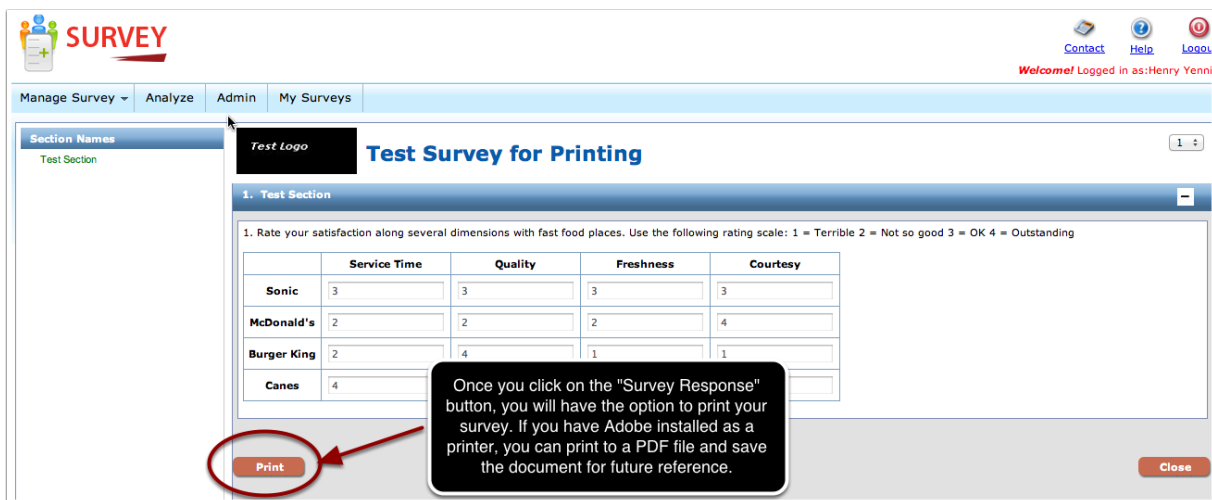


Printing and Saving Your Survey Response

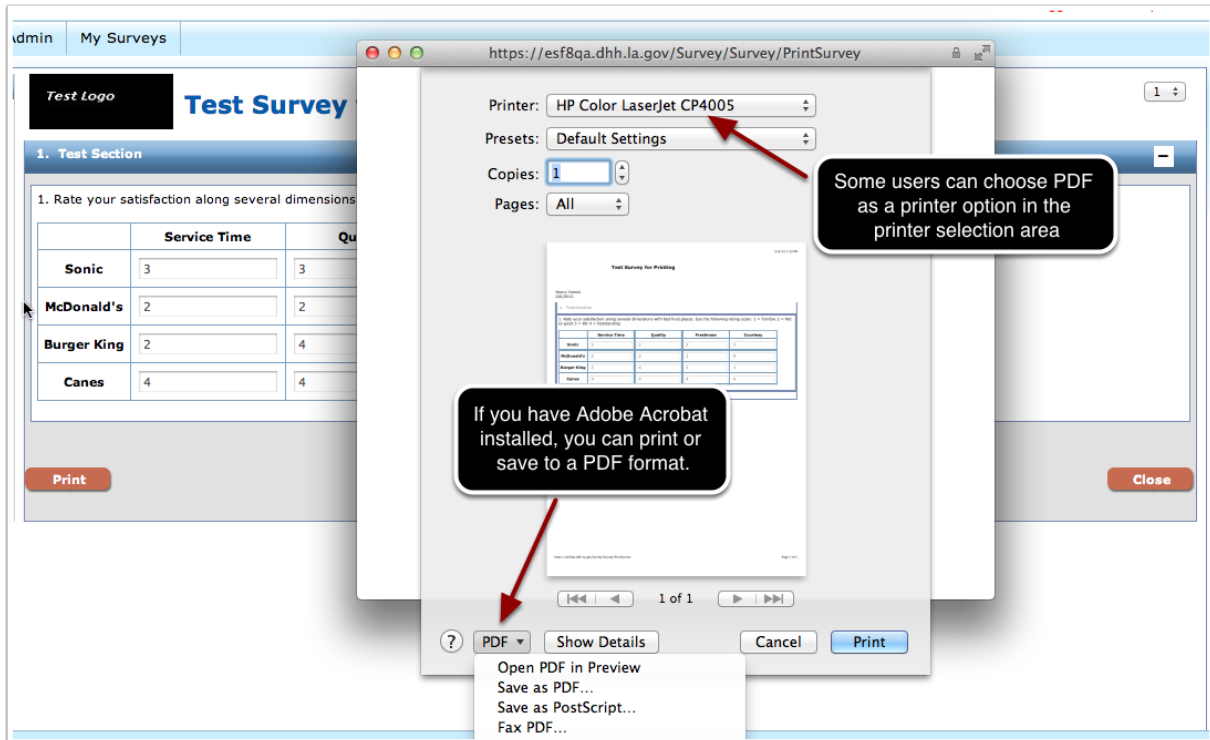
Once you complete your survey, you can go back to view your responses and print out the survey for future reference. The first step is to log in to the Portal and click on Survey. This will bring you to your “My Surveys” page:



Once there, you can click on the “Survey Response” button for the survey you want to print. This will open the survey for viewing. At the bottom of the page will be a “Print” button. You can click this to bring up your computer’s print dialogue.



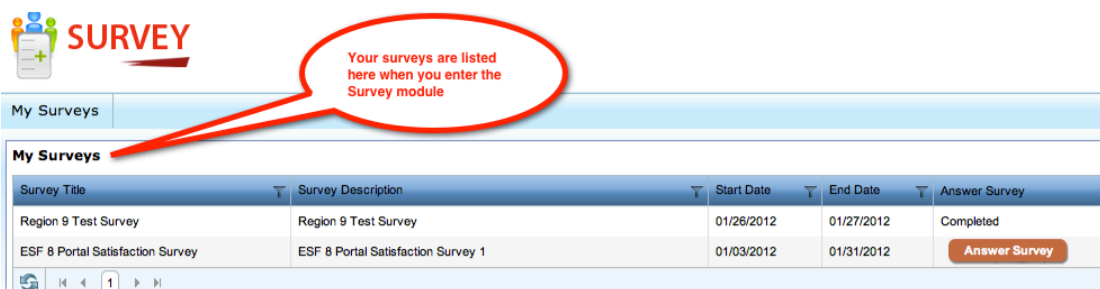
In this dialogue, you can select the printer, number of copies, etc. Your options here are your normal print options. If you have Adobe Acrobat installed, you may have an option to select Adobe PDF as a printer, or you may be able to save the output as a PDF:



Troubleshooting Access to the Survey Module

1. The ESF 8 Survey module will be used more frequently in the coming weeks and months as several major HPP grant surveys and regional projects are deployed with this tool. Recent fixes to the Survey module have enabled the following features:
 - a. Users that are selected and messaged by the survey creator can now see their surveys under “My Surveys” in the Survey Module **and** by clicking the Survey icon in Resource Management:

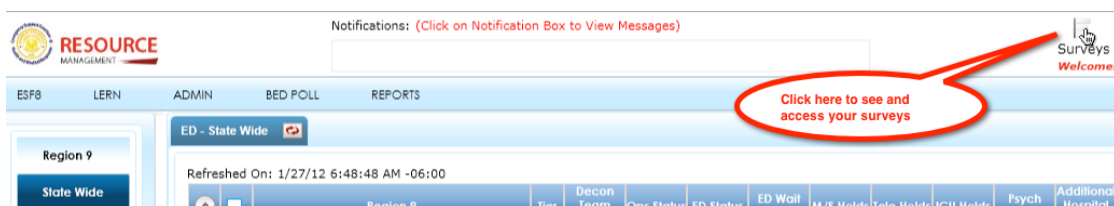
From the Survey Module: My Surveys



My Surveys

Survey Title	Survey Description	Start Date	End Date	Answer Survey
Region 9 Test Survey	Region 9 Test Survey	01/26/2012	01/27/2012	Completed
ESF 8 Portal Satisfaction Survey	ESF 8 Portal Satisfaction Survey 1	01/03/2012	01/31/2012	Answer Survey

Resource Management – Clicking the Survey Button



RESOURCE MANAGEMENT

Notifications: (Click on Notification Box to View Messages)

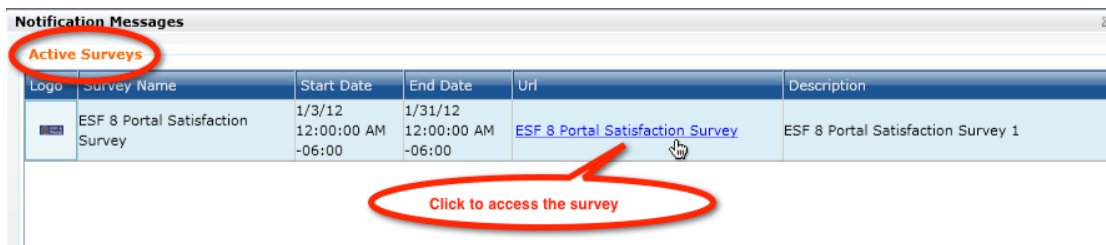
ESF8 LERN ADMIN BED POLL REPORTS

Region 9 State Wide

Refreshed On: 1/27/12 6:48:48 AM -06:00


Region 9 Tier Decon Team Ops Status ED Status ED Wait M/S Holds Tele Holds ICU Holds Psych Additional Hospital

Resource Management – The survey window



Notification Messages

Active Surveys

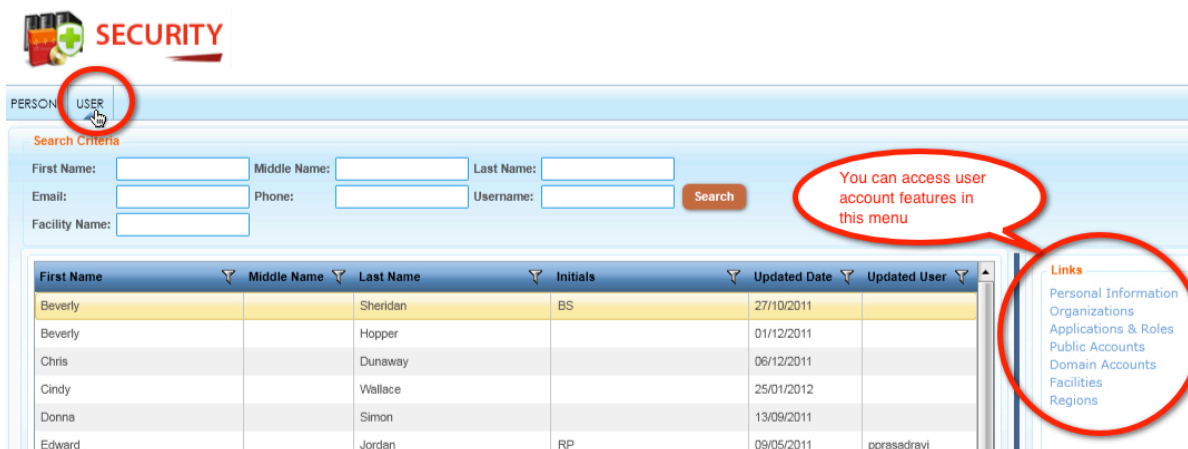
Logo	Survey Name	Start Date	End Date	Url	Description
	ESF 8 Portal Satisfaction Survey	1/3/12 12:00:00 AM -06:00	1/31/12 12:00:00 AM -06:00	ESF 8 Portal Satisfaction Survey	ESF 8 Portal Satisfaction Survey 1

2. One of the most frequent causes of user errors in the Survey module is that the user receiving the survey request does not have the proper access to the Survey module. This lack of access can occur for two reasons:
 - a. The user was never given access to the Survey module when their account was created
 - b. The user was given access to the Survey module, but no roles or permissions were assigned during the account creation process.

The purpose of this guide is to outline the method to ensure your organization's users have the right kind of access to the Survey module to avoid these common errors.

This process starts with the Security Module:

1. Open the **Security Management** module and click on Users. This will display the persons in your facility along with account options listed to the right:



SECURITY

PERSON **USER**

Search Criteria

First Name: Middle Name: Last Name:

Email: Phone: Username:

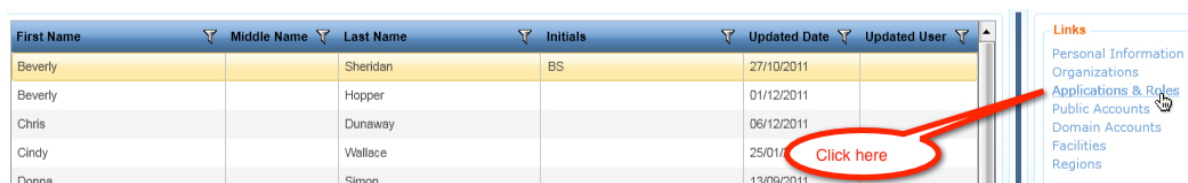
Facility Name:

First Name	Middle Name	Last Name	Initials	Updated Date	Updated User
Beverly		Sheridan	BS	27/10/2011	
Beverly		Hopper		01/12/2011	
Chris		Dunaway		06/12/2011	
Cindy		Wallace		25/01/2012	
Donna		Simon		13/09/2011	
Edward		Jordan	RP	09/05/2011	pprasadravi

Links

- Personal Information
- Organizations
- Applications & Roles
- Public Accounts
- Domain Accounts
- Facilities
- Regions

2. Highlight a user and click on "Applications and Roles":



First Name	Middle Name	Last Name	Initials	Updated Date	Updated User
Beverly		Sheridan	BS	27/10/2011	
Beverly		Hopper		01/12/2011	
Chris		Dunaway		06/12/2011	
Cindy		Wallace		25/01/2012	
Donna		Simon		13/09/2011	

Links

- Personal Information
- Organizations
- Applications & Roles
- Public Accounts
- Domain Accounts
- Facilities
- Regions

3. In this listing of applications assigned to the user, check first to see that the Security Module is listed:

First Name: Beverly | Middle Name: | Last Name: Sheridan

Personal Information

Organizations

Applications & Roles

Public Accounts

Domain Accounts

Facilities

Regions

Applications Associate Remove

Name	Abbreviation
Messaging	Messaging
Resource Management (ED)	RM ED
Resource Management (LERN)	RM LERN
Security Management	SM
Survey	Survey

4. If the Survey module is not listed, click “Associate” and give the user access to the application.
5. If the Survey module is present, highlight it by clicking once on it, and check to the right to see if a role has been checked:

First Name: Beverly | Middle Name: | Last Name: Sheridan

Applications Associate Remove

Name	Abbreviation
Messaging	Messaging
Resource Management (ED)	RM ED
Resource Management (LERN)	RM LERN
Security Management	SM
Survey	Survey

Roles

☒ Survey_User

6. If a role hasn’t been checked, click the “Survey User” check box and click “Save”. This gives the user permission to access the module and respond to any surveys assigned to that user.
7. Return to “Users” and check the next user! This should solve most of the errors about accessing any surveys assigned to the user.